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FACTORS INFLUENCE QUALITY OF LIFE AMONG ASSISTANT MEDICAL
OFFICER AT EMERGENCY DEPARTMENT HOSPITAL KLANG



By

MOHD ZAIDAN BIN MOHD ZAWAWI

Thesis submitted to
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(Occupational and Safety Health Management)



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Nama Penyelia Kedua : **DR. NOOR HAFIZA BT. ZAKARIYA**
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**FACTORS INFLUENCE QUALITY OF LIFE (QOL) AMONG ASSISTANT
MEDICAL OFFICER (AMO) AT EMERGENCY DEPARTMENT HOSPITAL
KLANG**

ABSTRACT

Quality of Life (QOL) is an issue that is closely linked with human life. Exposure to negative triggering factors can influence an employee to detrimental effect on QOL. The purpose of this descriptive and correlational study was to examine the relationship between stress level, workload, and peer support factors with QOL in the emergency department among the Assistant Medical Officer (AMO). There are four instruments used in this study for data collection. The Professional Quality of Life version 5 (Pro-QOL 5) was used to determine QOL data. The Perceive Stress Scale (PSS) was applied to measure stress level data, the NASA Task Load Index (NASA-TLX) was used to ascertain on workload and the Personal Resource Questionnaire (PRQ 2000) to examine peer support. The research data was obtained from the questionnaire that distributed and answered by 104 respondents of the study. The data was analyzed by using Pearson correlation test. The result of data analysis showed that peer support had the highest positive correlation and significant with QOL compared to other factors ($r = .683$). While the regression test also showed that peer support factor contributed the highest to QOL. Further studies on the factors that influence QOL among AMOs in the emergency department are recommended to identify the problems and actions to be taken. Proactive measures by providing conducive working environment and good working culture by the management may increase QOL among AMOs in the Emergency Department.

Keywords: Quality of life, stress level, workload, peer support.

**FACTORS INFLUENCE QUALITY OF LIFE (QOL) AMONG ASSISTANT
MEDICAL OFFICER (AMO) AT EMERGENCY DEPARTMENT HOSPITAL
KLANG**

ABSTRAK

Kualiti Hidup (QOL) adalah isu yang berkait rapat dengan kehidupan manusia. Pendedahan kepada faktor pencetus yang negatif boleh mempengaruhi pekerja dan memberikan kesan buruk pada QOL. Tujuan kajian deskriptif dan korelasi ini adalah untuk mengkaji hubungan antara tahap tekanan, beban kerja, dan faktor sokongan rakan sekerja dengan QOL di jabatan kecemasan di kalangan Penolong Pegawai Perubatan (PPP). Terdapat empat instrumen yang digunakan dalam kajian ini untuk mendapatkan data. Professional Quality of Life versi 5 (Pro-QOL 5) digunakan untuk memperoleh data QOL, Perceive Stress Scale (PSS) digunakan untuk memperoleh data tahap tekanan, NASA Task Load Index (NASA-TLX) digunakan untuk mendapatkan data beban kerja, dan Personal Resource Questionnaire (PRQ 2000) digunakan untuk mendapatkan data mengenai sokongan rakan sekerja. Data penyelidikan diperoleh daripada soalan soal selidik yang diedarkan dan dijawab oleh 104 responden kajian. Data korelasi dianalisis dengan menggunakan ujian korelasi Pearson. Hasil analisis data menunjukkan bahawa sokongan rakan sebaya mempunyai korelasi positif tertinggi dan signifikan dengan QOL berbanding faktor lain ($r = .683$). Manakala hasil ujian regresi juga menunjukkan bahawa sokongan rakan sebaya menjadi faktor penyumbang tertinggi kepada QOL. Kajian lanjut mengenai faktor-faktor yang mempengaruhi QOL di kalangan AMO di jabatan kecemasan adalah disyorkan untuk mengenal pasti masalah-masalah dan tindakan-tindakan yang akan diambil. Langkah-langkah proaktif dengan menyediakan persekitaran kerja yang kondusif dan budaya kerja yang baik oleh pihak pengurusan boleh meningkatkan QOL di kalangan AMO di Jabatan Kecemasan.

Kata kunci: Kualiti hidup, tahap tekanan, beban kerja, sokongan rakan sekerja.

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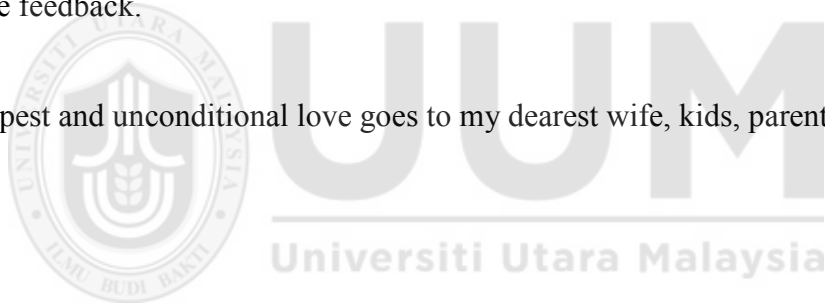


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LIST OF SYMBOLS AND ABBREVIATIONS

HTAR: Hospital Tengku Ampuan Rahimah

AMO: Assistant Medical Officer

ED: Emergency Department

PS: Peer Support

Pro-QOL: Professional Quality of Life

QOL: Quality of Life

PSS: Perceived Stress Scale

NASA-TLX: NASA Task Load Index

PRQ: Personal Resource Questionnaire

WHO: World Health Organization

CHAPTER 1: INTRODUCTION

1.1 Introduction

A happy life with good physical and mental health leads to a healthy population and provides an optimal Quality of Life (QOL). According to World Health Organization (WHO), QOL is defined as someone's perceptions of everyday life in the situation of values and cultures in which their lives are closely related to expectations, goals, concerns and standards. In Malaysia the QOL of each person varies depending on the level of economy, education, living standards, family, and mental health. In the health ministry's organization, identifying the quality of life of an employee is very important in order for improvements to be made. Usually the level quality of life among health workers is due to many things and the most significant is due to stress (Bhui et al., 2016).

Fundamentally, stress can be classified into two categories which are the positive stress (eustress) and the negative stress (distress). Eustress can have good effects on an individual such as assisting in growth, development and fulfilling higher achievement levels in life. On contrary, distress however can serve multitudes physical and psychological problems especially in extreme cases stress (Bhui et al., 2016). In recent studies conducted in Europe, 13.6% of study sample identified to suffer a stress event in their life compared to only 6.4% on the previous year (Gonzales-Cabrera et al., 2018). This shows a significant widespread in the anxiety and stress level among the general working population. Physiological impairments, psycho-somatic diseases and cardiovascular disease are among the usual health issues associated with acute and

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Appendix A

DEMOGRAPHIC FORM

(Please answer the following questions to provide more information for this survey)

1. Age _____

2. Gender (circle one) male female

3. Ethnicity (circle one)

- 1) Malay
- 2) Chinese
- 3) India
- 4) Lain – lain.

4. Marital Status
(Circle one)

- 1) Single
- 2) Married
- 3) Divorced

5. Years of working
(Circle one)

- 1) 1 - 3 years.
- 2) 4 – 6 years.
- 3) 7 – 9 years
- 4) 10 years above.

6. Position/ Gred
(Circle one)

- 1) U29
- 2) U32
- 3) U36
- 4) U41 Above

Appendix B

PROFESSIONAL QUALITY OF LIFE QUESTIONNAIRE COMPASSION SATISFACTION AND COMPASSION FATIGUE (PROQOL) VERSION 5 (2009)

When you *[help]* people you have direct contact with their lives. As you may have found, your compassion for those you *[help]* can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a *[helper]*. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the *last 30 days*.

1= Never 2= Rarely 3= Sometimes 4= Often 5= Very often

- _____ 1. I am happy.
- _____ 2. I am preoccupied with more than one person I *[help]*.
- _____ 3. I get satisfaction from being able to *[help]* people.
- _____ 4. I feel connected to others.
- _____ 5. I jump or am startled by unexpected sounds.
- _____ 6. I feel invigorated after working with those I *[help]*.
- _____ 7. I find it difficult to separate my personal life from my life as a *[helper]*.
- _____ 8. I am not as productive at work because I am ~~bring~~ sleep over traumatic ~~experiences~~ of a person I *[help]*.
- _____ 9. I think that I might have been affected by the traumatic stress of those I *[help]*.
- _____ 10. I feel trapped by my job as a *[helper]*.
- _____ 11. Because of my *[helping]*, I have felt "on edge" about various things.
- _____ 12. I like my work as a *[helper]*.
- _____ 13. I feel depressed because of the traumatic experiences of the people I *[help]*.
- _____ 14. I feel as though I am experiencing the trauma of someone I have *[helped]*.
- _____ 15. I have beliefs that sustain me.
- _____ 16. I am pleased with how I am able to keep up with *[helping]* techniques and protocols.
- _____ 17. I am the person I always wanted to be.
- _____ 18. My work makes me feel satisfied.
- _____ 19. I feel worn out because of my work as a *[helper]*.
- _____ 20. I have happy thoughts and feelings about those I *[help]* and how I could help them.
- _____ 21. I feel overwhelmed because my case [work] load seems endless.
- _____ 22. I believe I can make a difference through my work.
- _____ 23. I avoid certain activities or situations because they remind me of frightening experiences of the people I *[help]*.
- _____ 24. I am proud of what I can do to *[help]*.
- _____ 25. As a result of my *[helping]*, I have intrusive, frightening thoughts.
- _____ 26. I feel "bogged down" by the system.

- _____ 27. I have thoughts that I am a "success" as a *[helper]*.
- _____ 28. I can't recall important parts of my work with trauma victims.
- _____ 29. I am a very caring person.
- _____ 30. I am happy that I chose to do this work.



Appendix C

PERCEIVED STRESS SCALE

The questions in this scale ask you about your feelings and thoughts during the last month. In each case, you will be asked to indicate by **circling** *how often* you felt or thought a certain way.

1 = Never 2 = Rarely 3 = Sometimes 4 = Fairly Often 5 = Very Often

1. In the last month, have you been upset because of something
That happened unexpectedly?1 2 3 4 5

2. In the last month, how often you have you felt that you were Unable to
control the important things in your life?1 2 3 4 5

3. In the last month, how often have you felt nervous and
“stressed”?.....1 2 3 4 5

4. In the last month, how often have you felt confident about
Your ability to handle your personal problems?.1 2 3 4 5

5. In the last month, how often have you felt that things were going
Your way?.....1 2 3 4 5

6. In the last month, how often have you found that you could not cope with all the
things that you had to do?.....1 2 3 4 5

7. In the last month, how often have you been able to
Control irritation in your life?.....1 2 3 4 5

8. In the last month, how often have you felt that
you were on top of things?.....1 2 3 4 5

9. In the last month, how often have you been angered because Of things that were outside of your control?.....1 2 3 4 5

10.In the last month, how often have you felt difficulties Were piling up so high that you could not overcome them?.....1 2 3 4 5



Appendix D

NASA Task Load Index

Hart and Staveland's NASA Task Load Index (TLX) method assesses work load

1= Very Low	2= Low	3= Neutral	4= High	5= Very High
-------------	--------	------------	---------	--------------

1. (Mental Demand)

How mentally demanding was the task?.....1 2 3 4 5

2. (Physical Demand)

How physically demanding was the task?.....1 2 3 4 5

3. (Temporal Demand)

How hurried or rushed was the pace of the task?.1 2 3 4 5

4. (Performance)

How successful were you in accomplishing what you
Were asked to do?.....1 2 3 4 5

5. (Effort)

How hard did you have to work to accomplish your level?
Of performance?.....1 2 3 4 5

6. (Frustration)

How insecure, discouraged, irritate, stressed, and annoyed
Were you?.....1 2 3 4 5

Appendix E

PERSONAL RESOURCE QUESTIONNAIRE (PRQ 2000) Weinert (Revised from the PRQ85 - Brandt and Weinert)

Below are some statements with which some people agree and other disagree. Please read each statement and CIRCLE the response most appropriate for you. There is no right or wrong answer.

- 1 - STRONGLY DISAGREE
- 2 - DISAGREE
- 3 - NEUTRAL
- 4 - AGREE
- 5 - STRONGLY AGREE

Q1 - There is someone I felt close to who make me Feel secure.....	1	2	3	4	5
Q2 - I belong to a group in which I feel important..	1	2	3	4	5
Q3 - People let me know that I do well at my work (job homemaking).....	1	2	3	4	5
Q4 - I have enough contact with the person who makes me Feel special.....	1	2	3	4	5
Q5 - I spend time with other who have the same interest that I do.....	1	2	3	4	5
Q6 - Others let me know that they enjoy working with me (job, committees, projects).....	1	2	3	4	5
Q7 - There are people who are available if I need help Over an extended period of time.....	1	2	3	4	5
Q8 - Among my group of friends we do favors for Each other.....	1	2	3	4	5

- Q9 - I have the opportunity to encourage other to
develop their interest and skills.....1 2 3 4 5
- Q10 - I have relatives or friend that will help me out even if
I can't pay them back.....1 2 3 4 5
- Q11 - When I am upset, there is someone I can be with who
Lets me be myself.....1 2 3 4 5
- Q12 - I know that others appreciate me as a
person.....1 2 3 4 5
- Q13 - There is someone who loves and
cares about me.....1 2 3 4 5
- Q14 - I have people to share social events and fun
activities with.....1 2 3 4 5
- Q15 - I have a sense of being needed by
another person.....1 2 3 4 5



Appendix F

SPSS DATA ANALYSIS

Reliability

Scale: ALL VARIABLES

Your temporary usage period for IBM SPSS Statistics will expire in 5889 days.

GET

FILE='D:\spss new analysis\104 sample reversed.sav'.

DATASET NAME DataSet1 WINDOW=FRONT.

RELIABILITY

/VARIABLES=PQLQ1 PQLQ2 PQLQ3 PQLQ4 PQLQ5 PQLQ6 PQLQ7 PQLQ8 PQLQ9
PQLQ10 PQLQ11 PQLQ12 PQLQ13

PQLQ14 PQLQ15 PQLQ16 PQLQ17 PQLQ18 PQLQ19 PQLQ20 PQLQ21 PQLQ22
PQLQ23 PQLQ24 PQLQ25 PQLQ26 PQLQ27

PQLQ28 PQLQ29 PQLQ30

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA.

Case Processing Summary

		N	%
Cases	Valid	104	100.0
	Excluded ^a	0	.0
	Total	104	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.912	30

RELIABILITY

```
/VARIABLES=PSS1 PSS2 PSS3 PSS4 PSS5 PSS6 PSS7 PSS8 PSS9 PSS10
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/MODEL=ALPHA.
```

Case Processing Summary

		N	%
Cases	Valid	104	100.0
	Excluded ^a	0	.0
	Total	104	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.853	10

RELIABILITY

```
/VARIABLES=NTLI1 NTLI2 NTLI3 NTLI4 NTLI5 NTLI6
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/MODEL=ALPHA.
```

Case Processing Summary

		N	%
Cases	Valid	104	100.0
	Excluded ^a	0	.0
	Total	104	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.628	6

RELIABILITY

```

/VARIABLES=PRQ1 PRQ2 PRQ3 PRQ4 PRQ5 PRQ6 PRQ7 PRQ8 PRQ9 PRQ10 PRQ11
PRQ12 PRQ13 PRQ14 PRQ15
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.

```

Case Processing Summary

		N	%
Cases	Valid	104	100.0
	Excluded ^a	0	.0
	Total	104	100.0

a. Listwise deletion based on all variables in the procedure.

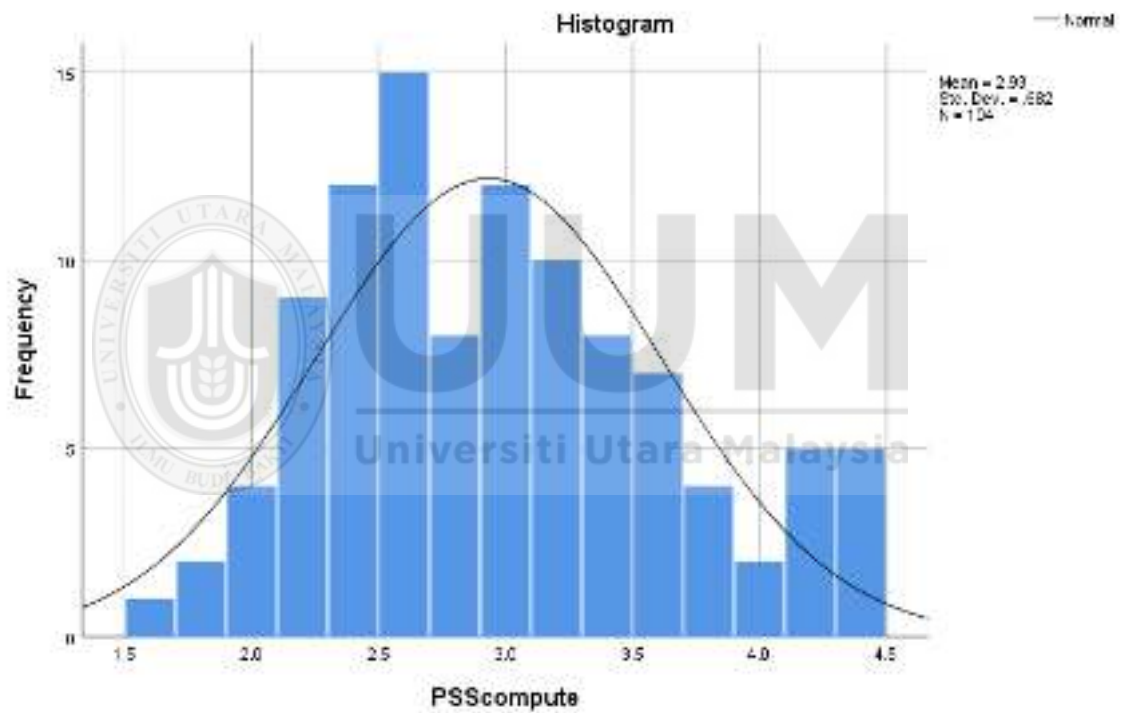
Reliability Statistics

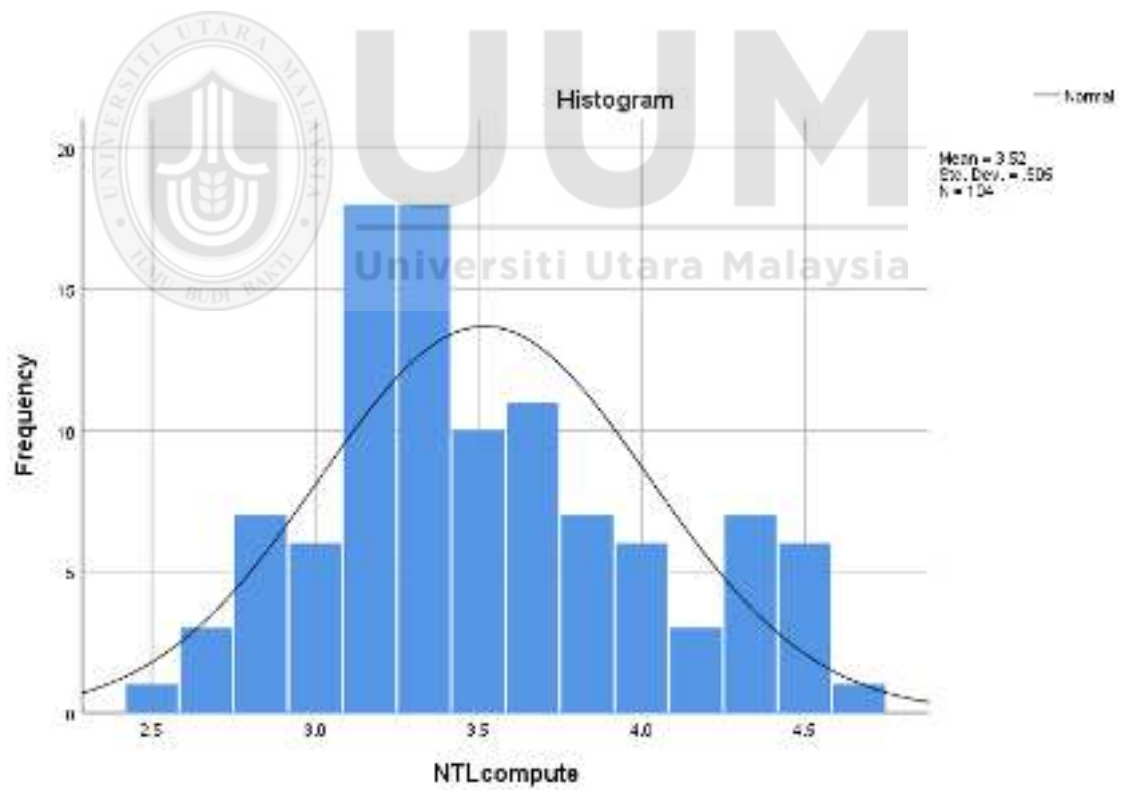
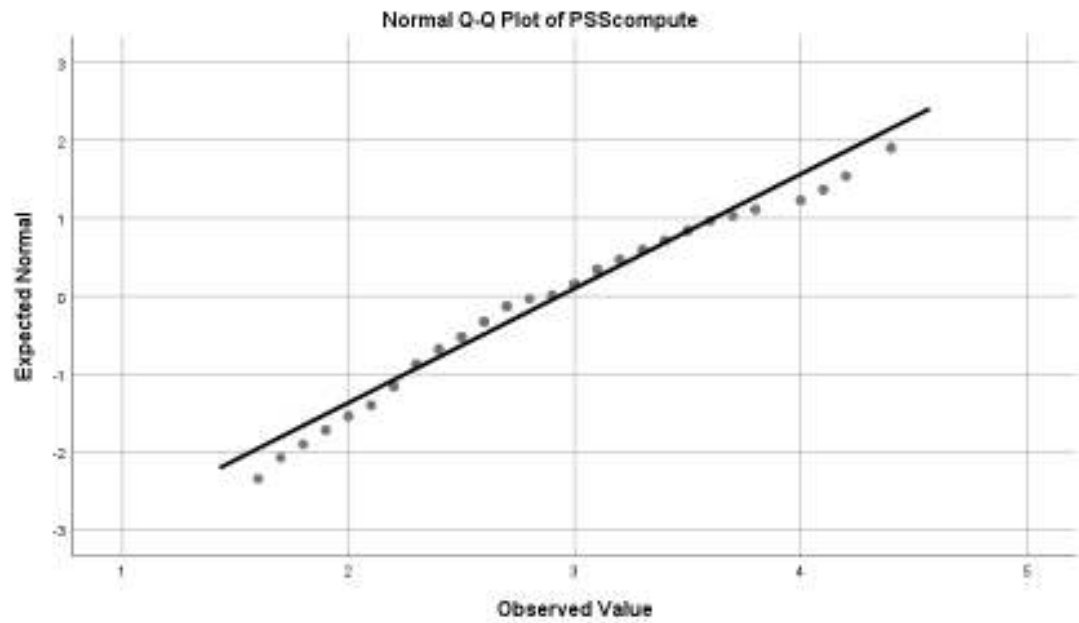
Cronbach's Alpha	N of Items
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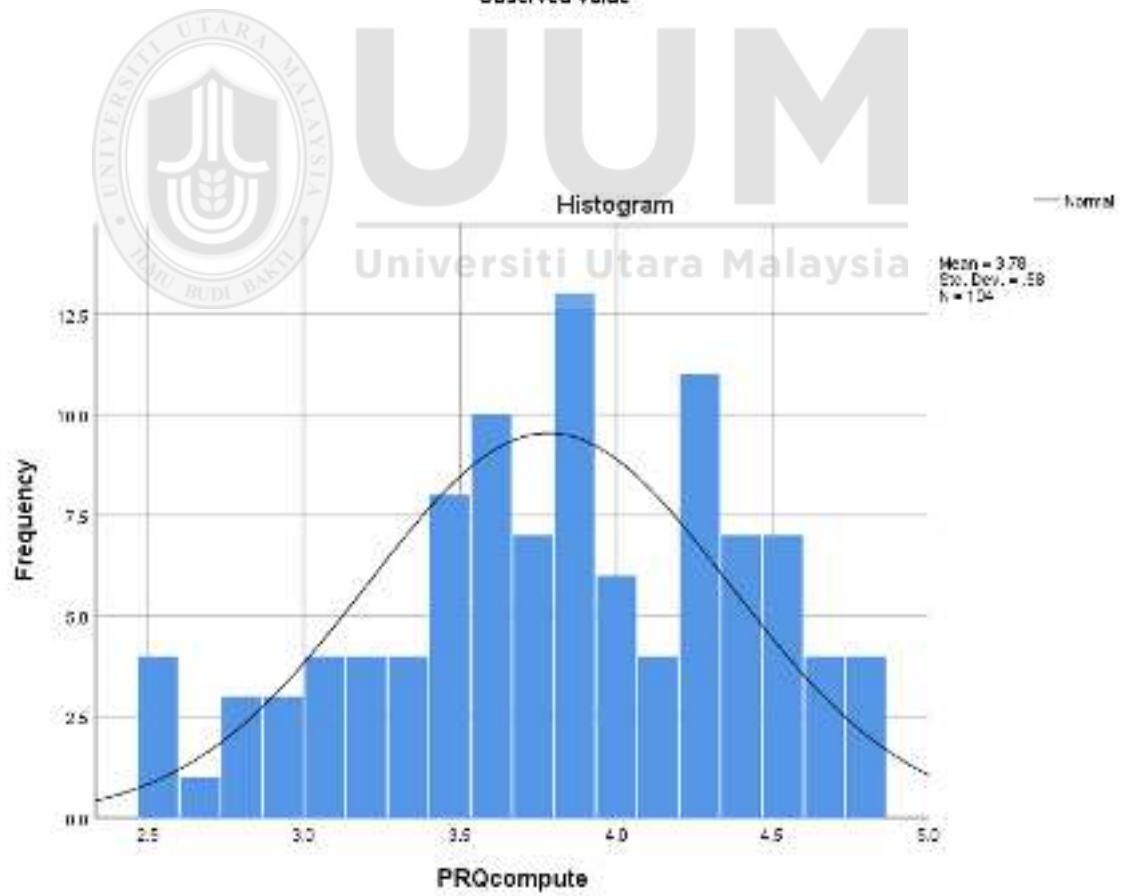
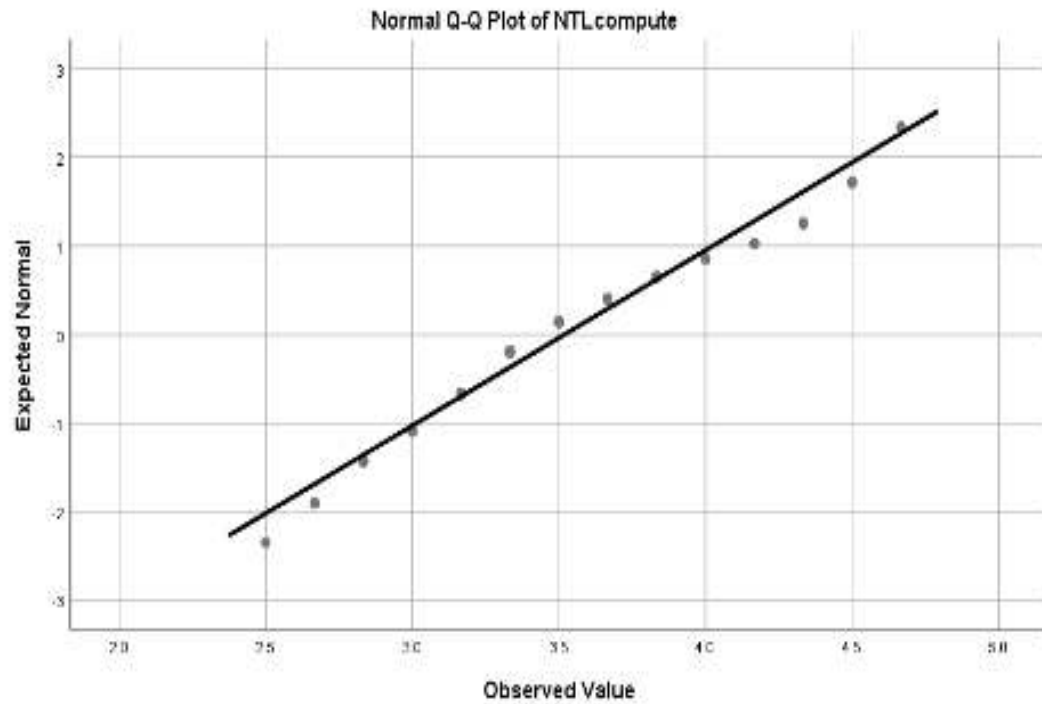
Tests of Normality

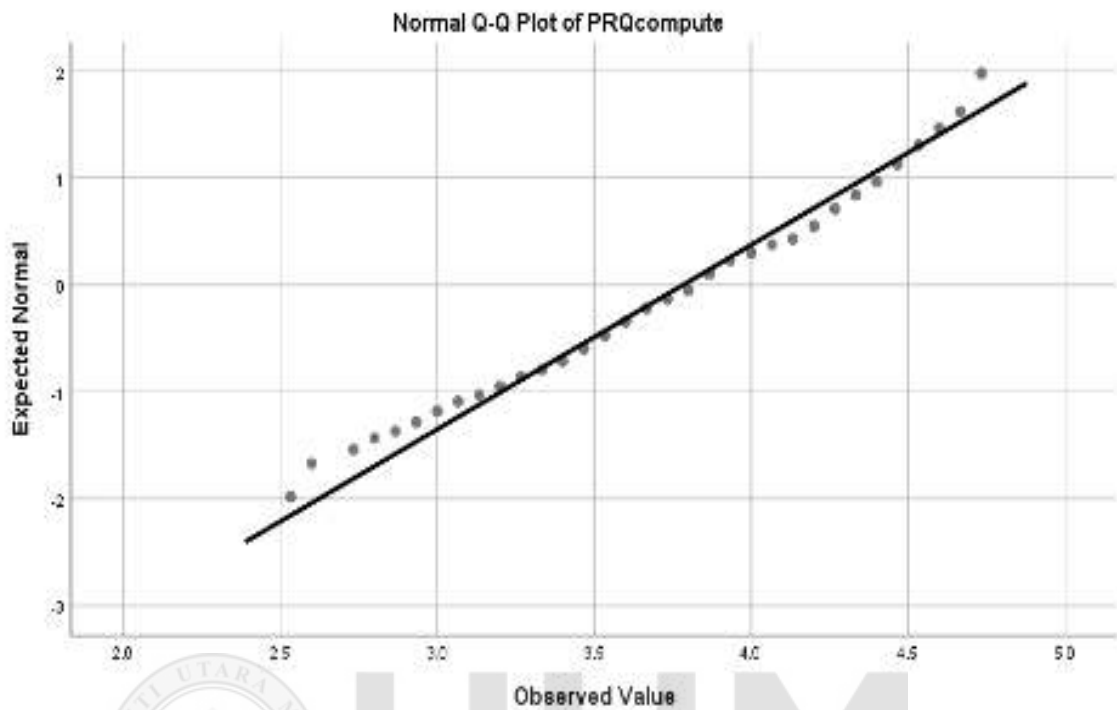
	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
PSScompute	.114	104	.002	.964	104	.006
NTLcompute	.153	104	.000	.954	104	.001
PRQcompute	.081	104	.087	.968	104	.014

a. Lilliefors Significance Correction









Collinearity Diagnostics

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	PRQcompute, NTLcompute, PSScompute ^b	.	Enter

a. Dependent Variable: profQOL

b. All requested variables entered.

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	PSScompute	.554	1.804
	NTLcompute	.602	1.660
	PRQcompute	.869	1.150

a. Dependent Variable: profQOL

Collinearity Diagnostics^a

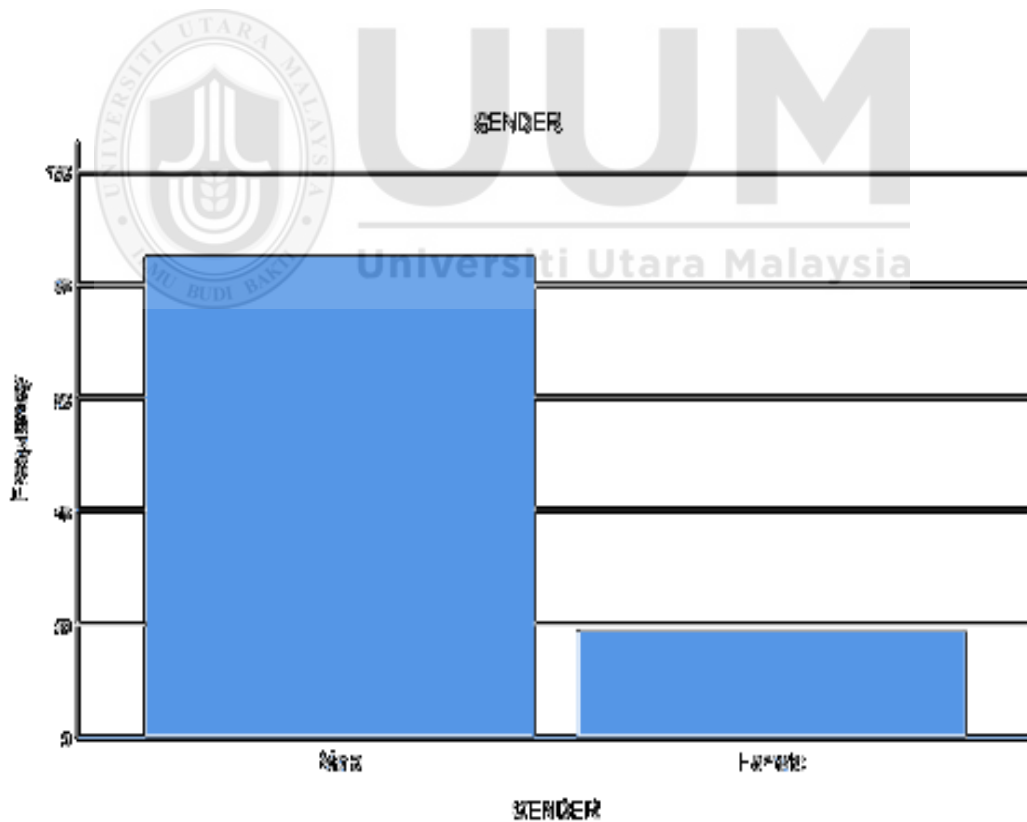
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	PSS	NTL	PRQ
1	1	3.931	1.000	.00	.00	.00	.00
	2	.053	8.621	.01	.25	.01	.17
	3	.011	19.229	.02	.75	.61	.28
	4	.005	26.786	.97	.00	.38	.55

a. Dependent Variable: profQOL

Demographic Descriptive analysis

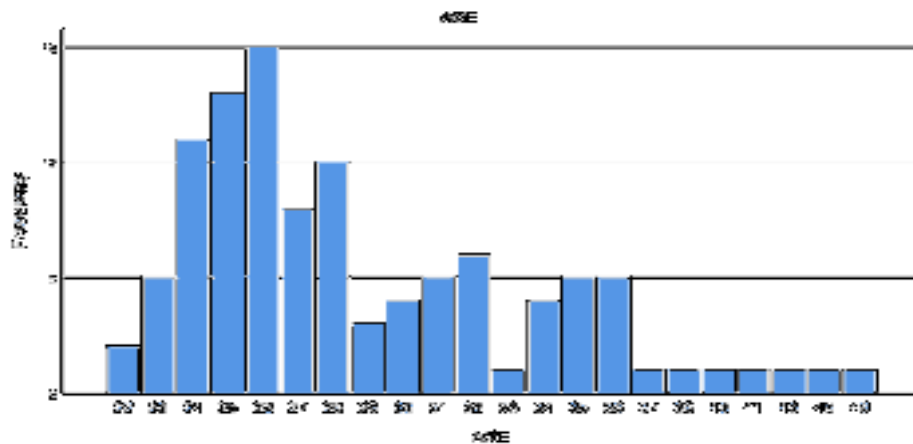
Frequencies

		GENDER			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	Male	85	81.7	81.7	81.7
	Female	19	18.3	18.3	100.0
	Total	104	100.0	100.0	



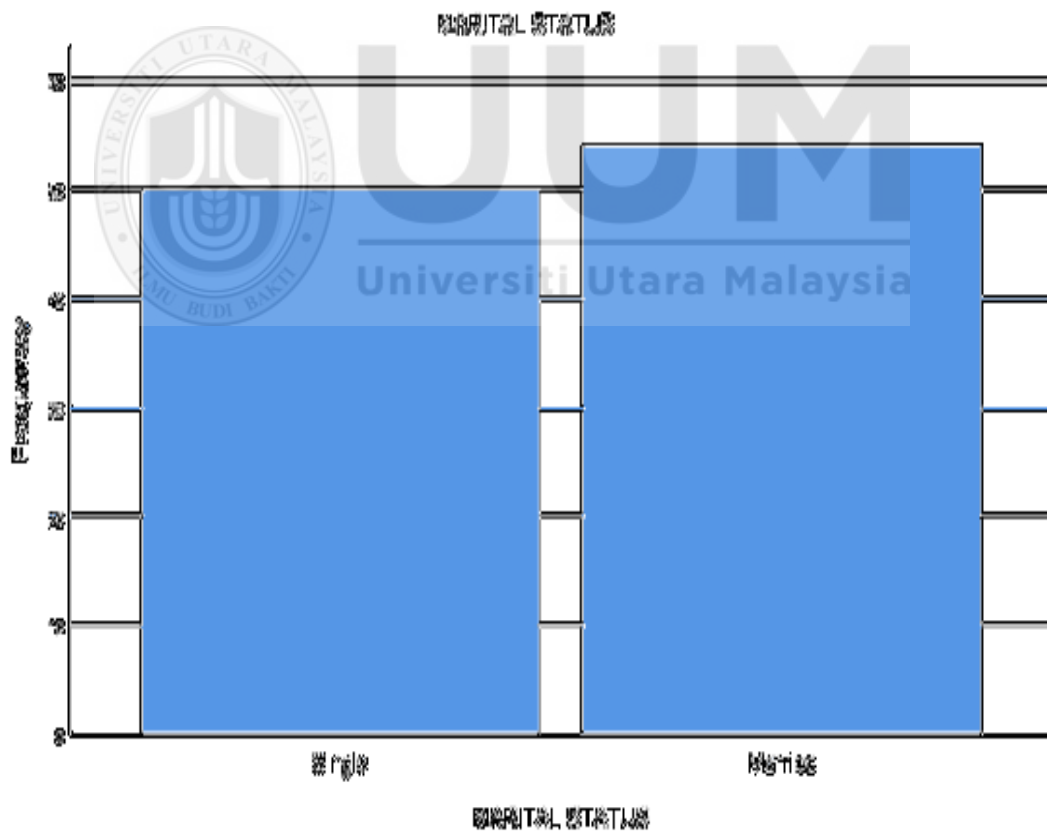
Frequencies

		AGE			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	22	2	1.9	1.9	1.9
	23	5	4.8	4.8	6.7
	24	11	10.6	10.6	17.3
	25	13	12.5	12.5	29.8
	26	15	14.4	14.4	44.2
	27	8	7.7	7.7	51.9
	28	10	9.6	9.6	61.5
	29	3	2.9	2.9	64.4
	30	4	3.8	3.8	68.3
	31	5	4.8	4.8	73.1
	32	6	5.8	5.8	78.8
	33	1	1.0	1.0	79.8
	34	4	3.8	3.8	83.7
	35	5	4.8	4.8	88.5
	36	5	4.8	4.8	93.3
	37	1	1.0	1.0	94.2
	39	1	1.0	1.0	95.2
	40	1	1.0	1.0	96.2
	41	1	1.0	1.0	97.1
	43	1	1.0	1.0	98.1
	48	1	1.0	1.0	99.0
	49	1	1.0	1.0	100.0
Total		104	100.0	100.0	



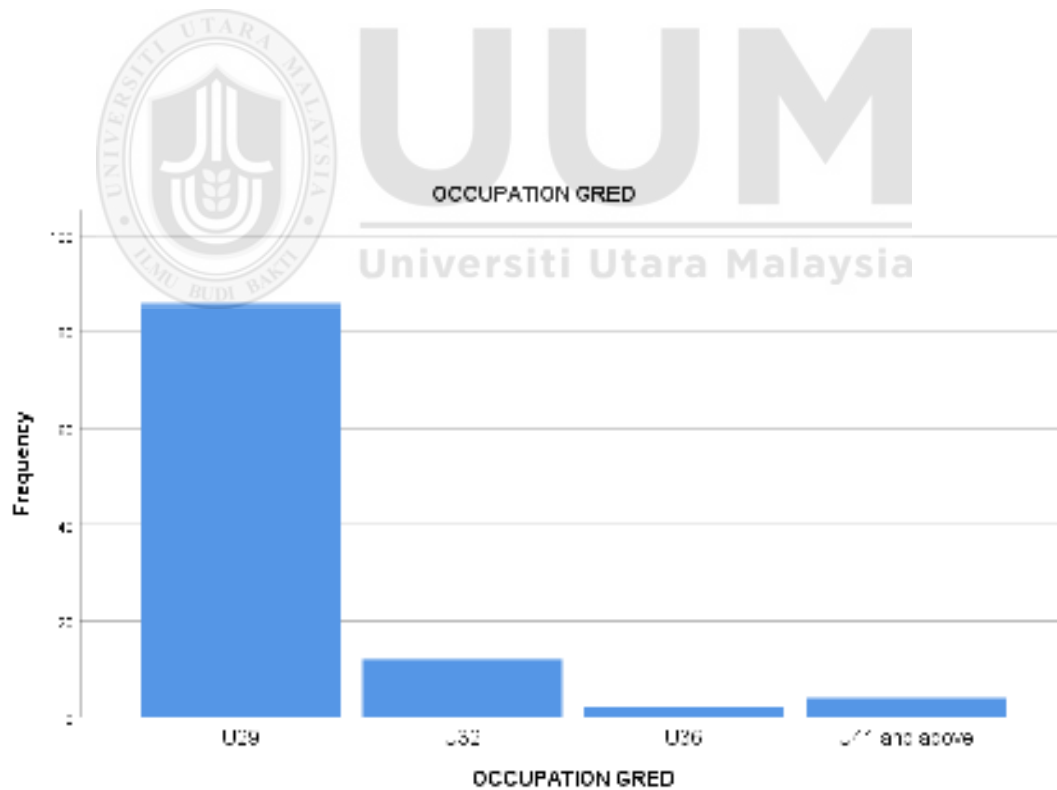
Frequencies

MARITAL STATUS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	50	48.1	48.1	48.1
	Married	54	51.9	51.9	100.0
	Total	104	100.0	100.0	



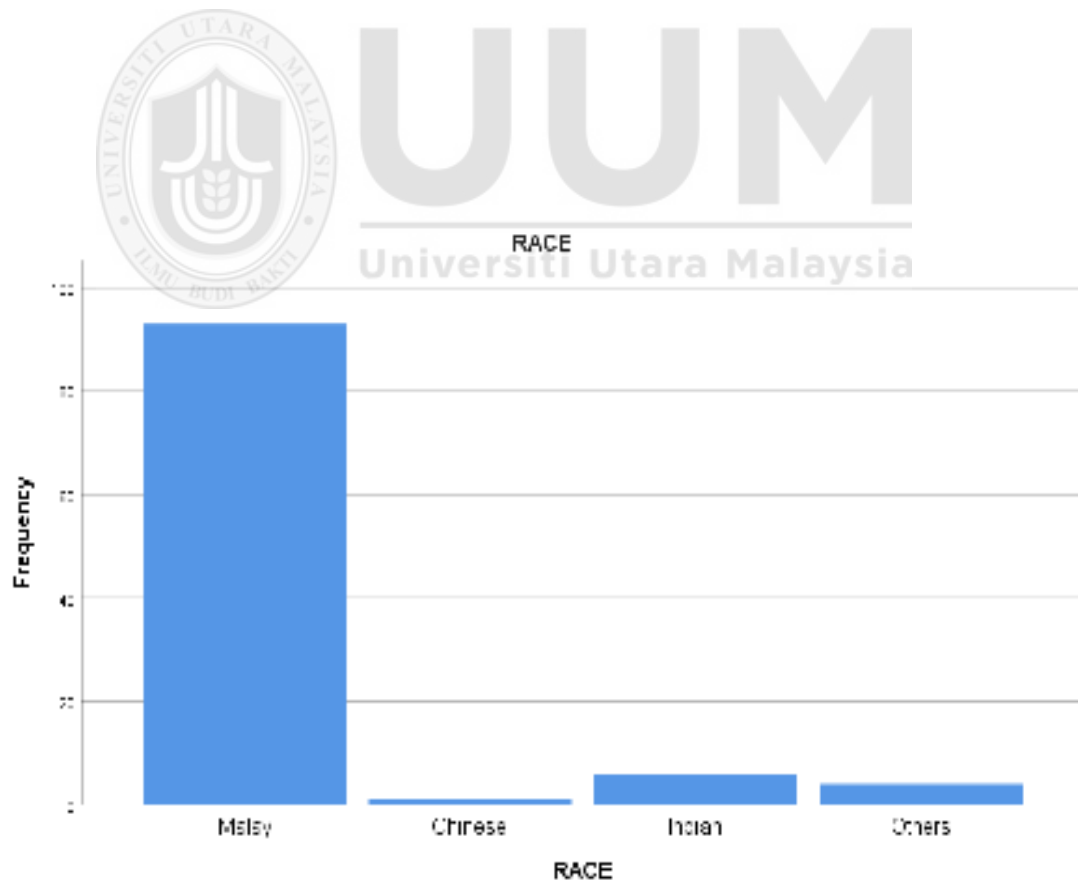
Frequencies

OCCUPATION GRED					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	U29	86	82.7	82.7	82.7
	U32	12	11.5	11.5	94.2
	U36	2	1.9	1.9	96.2
	U41 and above	4	3.8	3.8	100.0
	Total	104	100.0	100.0	



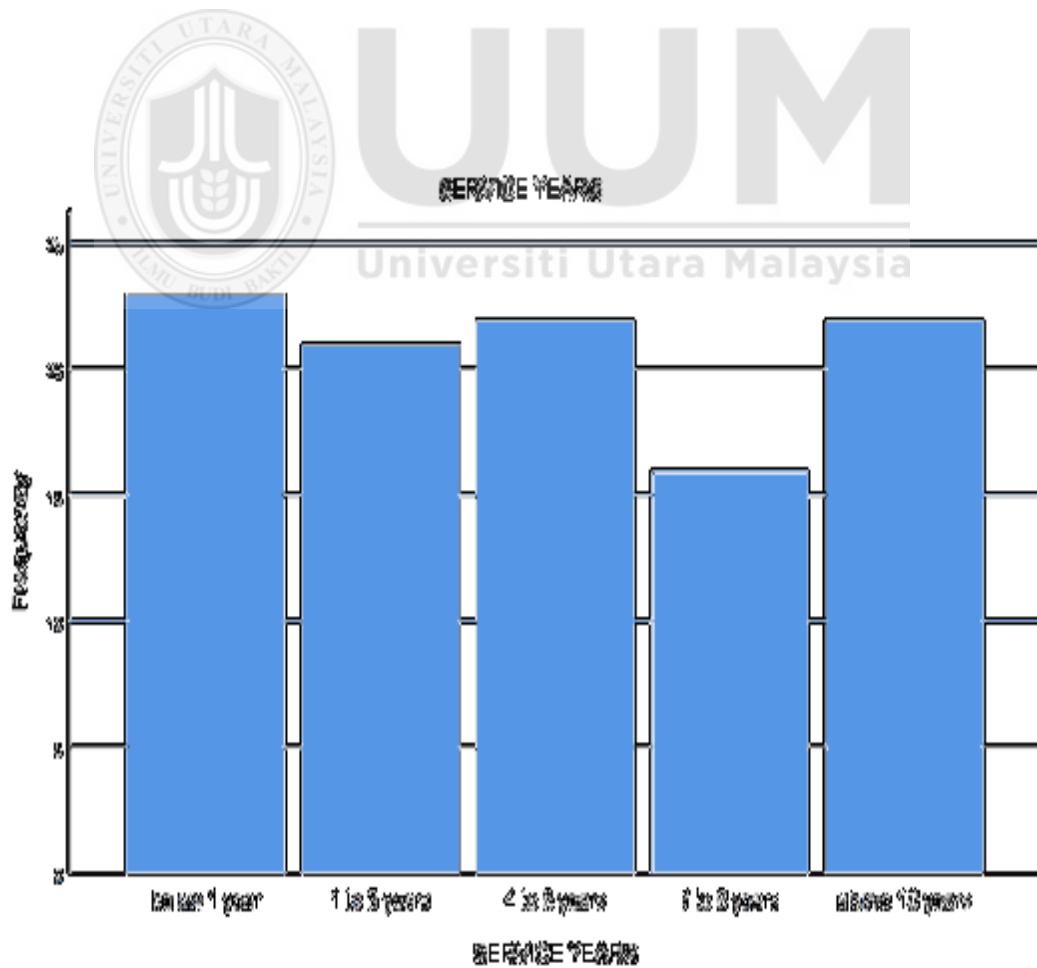
Frequencies

		RACE			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	Malay	93	89.4	89.4	89.4
	Chinese	1	1.0	1.0	90.4
	Indian	6	5.8	5.8	96.2
	Others	4	3.8	3.8	100.0
	Total	104	100.0	100.0	



Frequencies

SERVICE YEARS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	below 1 year	23	22.1	22.1	22.1
	1 to 3 years	21	20.2	20.2	42.3
	4 to 6 years	22	21.2	21.2	63.5
	7 to 9 years	16	15.4	15.4	78.8
	above 10 years	22	21.2	21.2	100.0
	Total	104	100.0	100.0	



Correlations

DATASET ACTIVATE DataSet1.

SAVE OUTFILE='D:\data base\104 sample reversed.sav'
/COMPRESSED.

CORRELATIONS

/VARIABLES=profQOL PSScompute NTLcompute PRQcompute
/PRINT=TWOTAIL NOSIG
/STATISTICS DESCRIPTIVES
/MISSING=LISTWISE.

Descriptive Statistics

	Mean	Std. Deviation	N
profQOL	3.50	.502	104
PSScompute	2.93	.682	104
NTLcompute	3.52	.505	104
PRQcompute	3.78	.580	104

Correlations^c

		profQOL	PSScompute	NTLcompute	PRQcompute
profQOL	Pearson Correlation	1	-.643**	-.521**	.683**
	Sig. (2-tailed)		.000	.000	.000
PSScompute	Pearson Correlation	-.643**	1	.631**	-.361**
	Sig. (2-tailed)	.000		.000	.000
NTLcompute	Pearson Correlation	-.521**	.631**	1	-.235*
	Sig. (2-tailed)	.000	.000		.016
PRQcompute	Pearson Correlation	.683**	-.361**	-.235*	1
	Sig. (2-tailed)	.000	.000	.016	

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

c. Listwise N=104

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	PRQcompute, NTLcompute, PSScompute ^b	.	Enter

a. Dependent Variable: profQOL

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.817 ^a	.667	.657	.294

a. Predictors: (Constant), PRQcompute, NTLcompute, PSScompute

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	17.314	3	5.771	66.897	.000 ^b
	Residual	8.627	100	.086		
	Total	25.942	103			

a. Dependent Variable: profQOL

b. Predictors: (Constant), PRQcompute, NTLcompute, PSScompute

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.188	.324		9.832	.000
	PSScompute	-.250	.057	-.340	-4.387	.000
	NTLcompute	-.184	.074	-.185	-2.488	.015
	PRQcompute	.447	.054	.517	8.352	.000

a. Dependent Variable: profQOL

